

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Anil Kumar Annadata; Wai H. Pak; Mingte Chen; Henry D. Jay  
Assignee: Siebel Systems, Inc.  
Title: System And Method For Maintaining Real-Time Agent Information For Multi-Channel Communication Queuing  
Serial No.: 09/823,770 Filed: March 31, 2001  
Examiner: Quynh H. Nguyen Group Art Unit: 2642  
Docket No.: SBL0002US Client Ref. No.: SIEB060/US

Austin, Texas  
June 24, 2005

MAIL STOP NON-FEE AMENDMENT  
COMMISSIONER FOR PATENTS  
P. O. BOX 1450  
ALEXANDRIA, VA 22313-1450

REQUEST FOR INDICATION OF CONSIDERATION OF REFERENCES

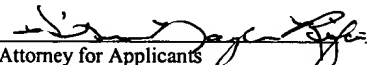
Dear Sir:

Applicants hereby request initialed copies (indicating consideration of references) of the Form PTO-1449s filed with an Information Disclosure Statement (IDS) by Applicants on April 28, 2003 and June 20, 2003, copies of which are attached. The search reports cited in the "Other Art" section of the IDSs were not initialed. Please find the following document enclosed with this request:

1. Copy of initialed Form PTO 1449 received from USPTO in July 31, 2003 Office Action (1 page); and
2. Copy of IDS, Form PTO 1449 and return postcard from the USPTO indicating receipt of the IDS filed on June 20, 2003 (3 pages).

Applicants would also like to point out that additional IDSs citing 24 references were filed on May 4, 2005 and June 10, 2005. Applicants also respectfully request consideration of these references. If there are any questions regarding this request, please call Applicants' undersigned attorney at (512) 439-5086.

I hereby certify that this correspondence is being deposited with the United States Postal Service as First Class Mail in an envelope addressed to: Mail Stop Non-Fee Amendment, Commissioner for Patents, Washington, D.C. 20231, on June 24, 2005.

  
Attorney for Applicants Date of Signature 6/24/05

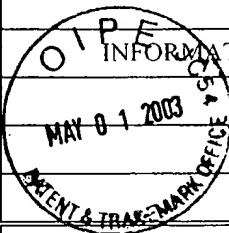
Respectfully submitted,



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Sheet 1 of 1

U.S. Department of Commerce, Patent and Trademark Office				Atty Docket No.		Serial No.	
				SBL0002US		09/823,770	
 INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Use several sheets if necessary)				Applicants			
				Anil K. Annadata et al.			
				Filing Date		Group	
				March 31, 2001		2681 <u>2642</u>	
U.S. Patent Documents							
*Examiner Initial		Document Number	Date	Name	Class	Subclass	Filing Date If Appropriate
QHN	AA	5,754,830	May 19, 1998	Butts et al.	<del>709</del>	<del>208</del>	
QHN	AB	5,964,836	Oct. 12, 1999	Rowe et al.	709	221	
QHN	AC	6,199,104 B1	Mar. 6, 2001	Delph	709	<del>311</del> <del>208</del>	
	AD						
	AE						
	AF						
	AG						
	AH						
	AI						
	AJ						
	AK						
Foreign Patent Documents							
		Document	Date	Country	Class	Subclass	Translation Yes No
	AL						
	AM						
	AN						
	AO						
	AP						
OTHER ART (Including Author, Title, Date, Pertinent Pages, Etc.)							
	AQ	Copy of International Search Report as mailed from the PCT on February 28, 2003 for co-related WO Application (PCT/US02/31152; Filed 30 September 2002), 5 pages.					
	AR						
	AS						
Examiner <u>Nguyen H. Nguyen</u>		Date Considered <u>7/21/03</u>					
*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with your communication to applicant.							

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ENCLOSED:

1. This Return Receipt Postcard;
2. Information Disclosure Statement (1 page);
3. PTO Form 1449 (1 page) citing 2 references; and
4. Copies of the 2 cited references (one copy of each)

DNR/ac(vs)

June 20, 2003



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